

Director, NPS Neuromuscular Program Strategy & Management

Job ID
REQ-10077667
май 08, 2026
США

Сводка

#LI- Hybrid

The ideal location for this role is the East Hanover, New Jersey site. Relocation may be possible and requires necessary approvals.

The role of the Director, NPS, Neuromuscular Program Strategy and Management is to serve as a leader for product and program strategy in support of patient access to achieve product and/or portfolio objectives. This role owns ongoing planning, evaluation/measurement, and optimization of short-term and long-term program performance to enable impact for Novartis and patients. This is inclusive of end-to-end patient and provider journeys, as well as all NPS programs and services (onboarding, co-pay, adherence, e-services, hub operations, external landscape/monitoring, and shifting market dynamic).

This role requires a patient first purpose- led mindset who is highly collaborative, entrepreneurial and an agile leader to liaise with multiple NPS Centers of Excellence and cross-functional teams, including, but not limited to, Product Strategy, Marketing, Market Access, Customer Engagement (Sales), Field Reimbursement, Ethics and Compliance, Legal, Data Analytics, and Training. Finally, this role is accountable for driving strong business performance in conjunction with ED, NPS Neuromuscular and Manager, Patient NPS Program Operations Management Neuromuscular.

About the Role

Major Accountabilities

- Lead a core team of cross-functional NPS stakeholders focused on ongoing patient support program refinement and measurement specific to the post-prescription experience in partnership with Program Data Insights and Analytics Center of Excellence (starting and staying on appropriate therapy)
- Serve as NPS subject matter expert on our Neuromuscular therapy and provide key inputs to Portfolio Strategy & Lifecycle Management Center of Excellence for program designs related to onboarding, co-pay, adherence, e-services, and hub operations to ensure reconciliation with product P&L and objectives
- Drive integration of NPS priorities and program performance with identified product priorities, strategies and KPIs
- Support the development of marketplace and competitive landscape assessments to inform future state of NPS support required for our Neuromuscular therapy
- Collaborate with training, NPS Centers of Excellence, field reimbursement, market access and NPS Manager Program Operations to provide input into field reimbursement team training
- Liaising with NPS Enterprise Intelligence and Insights team to gather insights on external and competitive benchmarking, scanning global best practices and liaising across network internal resources (marketing, sales reps, patient coordinators, reimbursement managers)
- Supports successful implementation of any new services launched/administered for NPS including planning, managing, budgeting and launching along with ensuring adequate staffing for operational support
- Oversee the creation of patient access and reimbursement content and resources in partnership with NPS Content Development Center of Excellence to support field execution of to support field execution of Neuromuscular programs

Education (minimum/desirable):

Bachelor's Degree, (PharmD, RN or MBA a plus)

Languages:

Fluent English, other languages desirable

Experience:

Required Experience:

- 7+ Pharma commercial experience, with 3 of those years of experience operating in patient services space and/or market access is required
- Proven success in Hub Services
- Ability to connect commercial, financial, and clinical perspectives to develop enhanced value messages and strategies
- Comprehensive understanding of access journey for a patient with ability to diagnose issues and impact across comprehensive set of channel participants and vendors
- Strong written and verbal communication skills, including comfort level with senior management presentations
- Strong experience with sales force communication
- Proven track record leading across cross-functional teams

Preferred Experience:

- In depth knowledge of specialty and **buy and bill product** distribution and service company business models
- In-depth knowledge and understanding of **rare disease** patient services challenges and opportunities
- Experience with specialty/buy and bill products
- Home office marketing experience
- Previous consultant or vendor experience

The pay range for this position at commencement of employment is expected to be between \$185,500.00 and \$344,500.00/year; however, while salary ranges are effective from 1/1/25 through 12/31/25, fluctuations in the job market may necessitate adjustments to pay ranges during this period. Further, final pay determinations will depend on various factors, including, but not limited to geographical location, experience level, knowledge, skills and abilities. The total compensation package for this position may also include other elements, including a sign-on bonus, restricted stock units, and discretionary awards in addition to a full range of medical, financial, and/or other benefits (including 401(k) eligibility and various paid time off benefits, such as vacation, sick time, and parental leave), dependent on the position offered. Details of participation in these benefit plans will be provided if an employee receives an offer of employment. If hired, employee will be in an "at-will position" and the Company reserves the right to modify base salary (as well as any other discretionary payment or compensation program) at any time, including for reasons related to individual performance, Company or individual department/team performance, and market factors.

Why Novartis: Helping people with disease and their families takes more than innovative science. It takes a community of smart, passionate people like you. Collaborating, supporting and inspiring each other. Combining to achieve breakthroughs that change patients' lives. Ready to create a brighter future together? <https://www.novartis.com/about/strategy/people-and-culture>

Benefits and Rewards: Learn about all the ways we'll help you thrive personally and professionally. [Read our handbook \(PDF 30 MB\)](#)

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Accessibility & Reasonable Accommodations

The Novartis Group of Companies are committed to working with and providing reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the application process, or to perform the essential functions of a position, please send an e-mail to us.reasonableaccommodations@novartis.com or call +1(877)395-2339 and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

Дивизион

US

Business Unit

Marketing

Место

США

Состояние

New Jersey

Сайт

East Hanover

Company / Legal Entity

U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Functional Area

Маркетинг

Job Type

Full time

Employment Type

Regular

Shift Work

No

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